




Department of Energy

Washington, DC 20585

SEP 28 2001

MEMORANDUM FOR: DEPARTMENTAL ELEMENTS

FROM:


JOHN R. BASHISTA, ACTING DIRECTOR
OFFICE OF HEADQUARTERS PROCUREMENT
SERVICES

SUBJECT:

QUALITY PROCUREMENT SERVICES: STRIVING TO
EXCEED YOUR EXPECTATIONS

As the newly appointed Acting Director of the Office of Headquarters Procurement Services, I am pleased to take this opportunity to affirm my organization's commitment to providing you, our customer, with the highest quality services to support your office's procurement needs during Fiscal Year 2002 and beyond.

My staff and I look forward to working with you and your program and project managers in identifying and implementing the best business solutions available to satisfy your requirements. We continually seek to improve communications with our customers by prioritizing workload through a better understanding of our client's needs; providing effective assistance in the development of quality procurement request packages; improving the timeliness of procurement transactions through the establishment of mutually agreeable transaction milestone schedules; and assigning dedicated teams of procurement professionals who are knowledgeable of the unique missions and priorities of their respective clients.

As you are undoubtedly aware, Federal procurement systems have long been considered to be too slow, too difficult, too costly, and thought to result in questionable quality. While these criticisms may have been valid during the 1980's and early 1990's, we have implemented a number of dramatic changes to transition the Department's procurement system away from the traditional process compliance focus to a customer- and outcome-oriented focus. This transition has been driven by a belief that the functions of government should be guided not by process but by results.

The following represent some of the more significant "results" that we have been able to achieve over the past several years through a better understanding of our customer's needs and expectations. I believe these achievements demonstrate the seriousness with which we have undertaken the challenge to fundamentally and continually rethink and redesign our business processes in order to realize dramatic improvements in the critical, contemporary measures of performance: cost, quality, speed, and service.



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- ❑ Reduced operating costs, improved customer satisfaction, and increased productivity by simplifying methods in which DOE acquires and pays for low-dollar value goods and services; particularly by delegating purchasing authority via the Government-wide Purchase Card to individuals who actually use the supplies or services being purchased.
 - Annually, Headquarters cardholders now process over 13,000 individual transactions valued in excess of \$20 million -- an increase of almost 100% over the purchase card business done just 5 years ago.
- ❑ Reduced the average time to award a competitive support service acquisition action from 290 days to 156 days, and the average time to award a non-competitive 8(a) action from 71 days to 47 days.
- ❑ Established a Working Capital Fund business line to recover uncoded obligations from expired contracts that are being closed-out, resulting in more than \$12 million being deobligated annually and returned to programs for further use in mission accomplishment. The return on investment equals \$23 for each dollar invested in the contract closeout activity.
- ❑ Implemented electronic commerce systems for large contracts and small purchases.
- ❑ Implemented an innovative Program/Procurement Teaming Initiative to meet the Secretary's Commitment to the President on Performance-Based Contracting. Working with our program clients, this approach has resulted in converting over \$5 billion in requirements that were historically acquired using traditional "level-of-effort" support services work statements to performance-based work statements.
- ❑ Launched an "*Assistance to Customers*" web-site which provides our program clients access to guides, models, and templates that they can use to help expedite the development of procurement request packages.

Notably, the above results have been achieved notwithstanding the fact that we are also processing double the number of acquisition and assistance actions we did just 5 years ago, with 20 percent less staff. We have been able to achieve such results through our commitment to rigorously measuring and managing our performance in a structured and open manner.

I look forward to having the opportunity to discuss how my office can provide you, and your organization, with the highest quality in business services, and will be contacting your office in the near future to schedule a meeting with you at your convenience. In the interim, should you or your staff have any questions, or if I or any member of my staff can assist you in any way, please do not hesitate to contact me by phone at x7-1500, or by e-mail at john.bashista@hq.doe.gov.

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